

San Joaquin County Clinics  
Minutes of April 26, 2012  
Community Board Meeting

1414 N. California Street, 2<sup>nd</sup> Floor  
Dorothy Chase Conference Room  
Stockton, CA 95202

Board Members Present

Bernadette Hanna  
Al Maldonado  
Pete Mata  
Regina McMahon  
Rod Place  
Javier Serrano  
Beth Shelton

Health Care Services Agency and SJGH Staff Present

Ken Cohen  
Margaret Szczepaniak  
Cynthia King  
Ramona Thomas, BHS (Interpreter)  
Samantha Phillips-Bland, SJGH Senior Deputy Director of Ambulatory Care Services  
Dr. Lloyd Lee, SJCCC Medical Director,

Call to Order

The meeting was called to order at 5:05 p.m. by Chair, Al Maldonado.

Approval of Minutes of December 1, 2011, January 26, 2012 and March 29, 2012 Meetings

The minutes of the December 1, 2011, January 26, 2012 and March 29, 2012 meetings were approved.

Public Comment

None

Board members agreed to change the order of the agenda to allow Javier Serrano to vote on the bylaw changes.

**Board Action**

**a. Community Member BOS Appointments-Ratification**

- Beth Shelton
- Rod Place

The members ratified the appointments of Beth Shelton and Rod place as members of the Board.

**b. Resignation of Raymond DuBois**

M/S/A to accept the resignation of Raymond DuBois.

**c. Candidate for Membership – Javier Serrano**

M/S/A to appoint Javier Serrano to the Board.

**d. Adoption of Bylaw Revisions**

Margaret Szczepaniak explained that the bylaw changes were suggested by the FQHC consultant and approved by outside counsel.

M/S/A to adopt the proposed revisions to the bylaws. The corrections will be made to the bylaws and the Board Secretary will sign them. The revised bylaws will then be distributed to the Board members.

*COPY OF PROPOSED BYLAW CHANGES ARE ATTACHED.*

**Staff Reports**

**a. Meeting Date/Time**

Margaret Szczepaniak told the members that there is an Asian/Pacific Islander who is interested in participating on the board; however she would not be available to meet on Thursday evenings. A current Board member indicated a conflict for Thursdays. Other members expressed difficulty attending on Thursdays or indicated no concerns about revising the meeting date. As a result of the discussion, Cynthia King will be contacting the members to see if they are available to meet on a different day of the week. The issue will be readdressed at the meeting on May 31, 2012, as a change in the meeting date is subject to a formal vote of the board.

## **b. FQHC IRS Submittal**

The IRS has the application and there is no new status to report at this time.

## **c. Operational Updates**

Samantha Phillips Bland reported on operational updates in the clinics.

Access: In an effort to expedite patients' ability to speak with their doctors after hours, SJGH has adopted a new policy and procedure. When patients call the clinic after hours (5:00 p.m.), callers can press "5" to be transferred to the hospital operator. The operator will then locate the patient's primary physician. If that physician is unavailable, Family Medicine, Obstetrics, and Pediatrics all have on-call doctors available. These changes should save some patients from having to go to the Emergency Department. The on call physician will have access through the "Optio" electronic records systems for the patient's medical record. If the on call physician deems that the issue can wait for normal clinic hours, the patient will be told to walk in.

### Ambulatory Clinic Statistics:

- Primary Medicine clinics had 1,100 visits in the last month.
- Pediatrics had 1,500 patients. This is a 10% increase from the previous month. There will be a new Pediatrician in the clinic starting in May.
- Healthy Beginnings and the OB/GYN clinics had a 10% increase in patient visits over the past month. This is also an 18% increase over visits last year.
- Family Medicine patients have 77% continuity rate (their ability to see the same doctor each visit).

### Appointments Availability:

- Patients requesting an appointment in Primary Care are able to get an appointment on average within 30 days for both new patients and continuity patients. OB/GYN patients can get appointments within the same week of a request to see a doctor.
- Pediatrics patients get appointments within two weeks, and newborn follow-up appointments are scheduled within three days.

For inpatients, a discharge Planning Nurse is scheduling appointments for within three days of a patient's discharge from the hospital.

*COPY OF STATISTICAL SUMMARY AND NEXT AVAILABLE APPOINTMENT REPORTS ATTACHED*

Quality Assurance: Margaret, Samantha and Dr. Lee will be working on a policy for quality assurance. The policy is scheduled to be presented to the board at the May meeting for adoption.

New Clinic Sites and Services: To augment the services at the existing Pediatrics and Healthy Beginnings clinics on the first floor at 1414 N. California Street, currently unused space will be converted to Bilingual Health Education (pre and post natal classes). There will be classes given two days per week at SJGH and two days per week at 1414 N. California Street. These services are targeted to open July 1. There are also tentative plans to add Primary Care to space in the Healthy Beginnings clinic area at 1414 N. California Street by converting office areas to exam rooms.

**Next Meeting**

The next Board meeting will be held on May 31, 2012 at 5 p.m. at 1414 N. California Street, 2<sup>nd</sup> Floor, Dorothy Chase Conference Room.

**Adjournment**

The meeting was adjourned at 6:20 p.m.

Respectfully Submitted,

Alvin Maldonado, Chair